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## Incident Management Team Fact Sheet

### **What is an Incident Management Team (IMT)?**

An Incident Management Team (IMT) is a crew assigned to patrol Utah's roadways in white or bright orange trucks, offering help for motorists in distress. IMTs are dispatched to alleviate incidents, like stalled vehicles and stranded motorists. For more serious situations, IMT personnel assist Highway Patrol and other emergency service providers clear accident scenes.

### **The History of Utah's IMTs**

Utah's IMT program began with a crew of three individuals in Salt Lake City in 1994. Since then, it has grown to the current force of 14 teams patrolling the entire Wasatch Front—from Ogden to Provo.

### **Utah's IMTs are Part of CommuterLink**

IMTs are an important component of Utah's Intelligent Transportation System called CommuterLink. CommuterLink uses the latest technologies—closed-circuit TV cameras (CCTV), traffic signal coordination, ramp meters, electronic roadway signs (ERS), congestion sensors, the 511 Travel Information Line and IMTs—to help reduce congestion and provide a safer, more reliable and efficient transportation network. CommuterLink is designed to help Utah residents "Know Before They Go."

### **How do IMTs Know When and Where to go?**

The information gathered by cameras and congestion sensors is processed at the Traffic Operations Center (TOC) in Salt Lake City. From the TOC, CommuterLink operators can detect problems and dispatch IMT help quickly. In addition, Highway Patrol troopers at incident sites can request that an IMT crew be sent to the scene.

### **How do IMTs Help Utahns?**

By helping stranded motorists and aiding the highway patrol in managing traffic around crashes, Utah's IMTs lead the way to fewer delays due to accidents or stalled vehicles and shorter delays when accidents do happen. In fact, studies indicate that the IMT program saves Utahns more than \$65 million annually based on reductions in travel time and fuel usage. The program has reduced closures due to major accidents from four hours to just two hours.

### **Cooperating Organizations**

CommuterLink is a cooperative effort among many organizations, including the Utah Department of Transportation, the Department of Public Safety, Salt Lake City, Salt Lake County, the Federal Highway Administration, the Federal Transit Administration, the Utah Transit Authority, Wasatch Front Regional Council and Mountainland Association of Governments.

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